



Lifeline and Link-up:

De-enrollment of Ineligible Lifeline Consumers

Regulatory Commission of Alaska

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Suite 300
Anchorage, Alaska
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rca.alaska.gov

Phone: (907) 276-6222
Outside Anchorage:
1 (800) 390-2782
Fax: (907) 276-0160
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Contact your
telecommunications
service provider to
request an
application for
Lifeline services.

Universal Service Administrative Company

Customer Operations
Lifeline Program
2000 L Street NW
Suite 200
Washington, DC
20036

lifelinesupport.org

Phone: 1-888-641-8722
Fax: 1-866-873-4665

The Federal Communications Commission (FCC) ordered that on December 2, 2016, important changes would occur to the Lifeline and Link-Up Programs. One of the significant changes is the de-enrollment of federal ineligible Lifeline consumers.

There are several situations that might result in a consumer being de-enrolled from the Lifeline Program:

- A telecommunications service provider that provides Lifeline Program subsidized service must terminate service for any consumer who fails to demonstrate continued eligibility. If a telecommunications service provider has a reasonable basis to believe a consumer is no longer eligible for Lifeline service, the telecommunications service provider will send the consumer a notice of impending termination. The consumer has 30 days from the date of the impending termination letter to demonstrate continued eligibility by re-certifying continued eligibility. If the consumer fails to provide the requested certification within the 30-day notification period, the telecommunications service provider must de-enroll the consumer from their Lifeline subsidized service within 5 business days from the end of the 30-day notification period.
- If a consumer does not use the Lifeline service for 30 consecutive days, the telecommunications service provider must provide the consumer with a 15-day notice that indicates failure to use the Lifeline service within the 15-day notice period will result in termination of the subsidized service.
- If the Universal Service Administrative Company provides notification to the telecommunications service provider that a consumer has more than one Lifeline account, or that more than one member of a consumer's household is receiving Lifeline service, the telecommunications service provider must de-enroll the consumer within 5 business days.

If consumers have additional questions or concerns, they may visit the FCC's website at www.fcc.gov for more details. Consumers may also contact the RCA's Consumer Protection and Information Section at 907-276-6222 or via email cp.mail@alaska.gov.